

Appendix A**SCOPE OF SERVICES****1. INTRODUCTION/BACKGROUND**

Miami-Dade County, hereinafter referred to as the County, as represented by the County's Tax Collector's Office, is contracting for printing and mailing services for auto tag renewal reminders and parking permits. Services required include printing and mailing of approximately 1.8 million annual auto tag vehicle/vessel/mobile home/registration renewal reminders and handicapped/parking permits to Miami-Dade County vehicle, vessel, and mobile home owners. This volume is expected to grow at the rate of approximately 2.5% per year. This service is performed monthly with a varying volume of between 140,000 and 200,000 registration renewal reminder notices. The initial mail shall be for approximately 150,000 units and shall take place within thirty (30) calendar days after Contract effective date. All subsequent deliveries shall be for approximately 150,000 to 200,000 units per interval and shall occur at an interval of every thirty (30) calendar days; until such time as the total number of units is received.

Vehicle, vessel and mobile home owners in Miami-Dade County must continue to receive their courtesy reminder notices. This not only reminds owners that it is time to pay for their annual renewal but provides the paperwork and return envelope to return their renewal payment to the Tax Collector's Office with check and stub(s) enclosed, or to pay online using the information supplied in the renewal notice in order to do so.

2. REQUIREMENTS

The Contractor shall comply with the requirements listed below throughout the term of the contract.

- A. Maintain an office/facility/warehouse. This facility shall be staffed by competent company representatives who can be contacted Monday through Friday 8:00 a.m. to 5:00 p.m. Provide contact person name, office/warehouse location address, telephone number, fax number, and/or e-mail address.
- B. Must have a CASS / MASS Certified Software as listed on the United States Postal Services (USPS) website: <https://ribbs.usps.gov/files/vendors/CASSN01.TXT>
Provide a copy CASS Quality Certification issued by USPS.
- C. Shall have a CASS / MASS Vendor/Service Bureaus License as listed on the United States Postal Services website: <https://ribbs.usps.gov/files/vendors/CASSN04.TXT>
- D. Shall have an agreement with Florida Highway and Safety Motor Vehicles (FHSMV) to electronically access driving license and motor vehicle data. Must provide a copy of the current agreement with FHSMV.

The service requires the acquisition of the customers' data file each month from FHSMV. The Contractor shall be able to convert the data file provided by FHSMV into the correct customer information contained in the scan line. Contractor must have the ability to accept pre-formatted print files over secure network. The Contractor shall print and ensure the mailing of each customer courtesy registration reminder form comprising details of instruction and methods of

renewal available, written in English, Spanish and Creole (just the instructions on the renewal notice need to be tri-lingual). A payment voucher is attached and is removable by tearing along the perforation. The payment voucher contains various fields, which are populated with the customers' vehicle/vessel/mobile home/parking permit data.

The Contractor shall insert single and multiple vehicle/vessel renewals in a single envelope to reduce postage costs. The scan line and bar code on the payment voucher will contain the variable data for each vehicle owned by each customer as per the sample. This scan line must be accurate and be readable and processable by the County's Opex 3600i and NCR Itran payment imaging and processing equipment. On the reverse side of the payment voucher there shall be three sections as per the sample provided; one for customer change of address information, insurance information and voluntary trust fund contributions.

The Contractor shall be responsible each month for changes imposed by FHSMV in the vehicle registration renewal processor changes requested by Miami-Dade County. The changes shall include but are not limited to content including existing or new instructions, changes in renewal data, changes to field and scan line content, and changes to voluntary trust fund contribution organizations. The payment voucher/information sheet shall be folded and inserted into an envelope for mail out, along with a return envelope which shall also be inserted into the mail out envelope. The mail out will be processed by the United States Postal Service (USPS).

The County holds a United States Postal Service Permit and will pay for postage. Each month, the awarded bidder shall provide a report detailing the mail date, total records, singles, multiples, total envelopes, single envelopes and multiple envelopes

Note: *The largest percentages are single tag mailings to a single address; however, there are instances of up to six (6) tags mailed to a single mailing address in the same envelope.

2.2 TECHNICAL OPERATIONAL CONSIDERATIONS FOR FAST FORWARD SERVICES

The Contractor shall:

- A. Shall design, develop and produce elements of the renewal notice, remittance envelope, flyers as required and carrier envelopes.
- B. Furnish all printed materials and envelopes. The Contractor shall include additional public information content provided by Miami-Dade County. Miami-Dade County will provide its data via the FHSMV registration system, subject to security requirements safeguarding driver personal information, as required under Federal and State laws. Shall have the ability to accept pre-formatted print files over secure network or can provide document composition services.
- C. Work with the FHSMV to receive the data files monthly and execute the mailing in the time frame required by Miami-Dade County Finance Department.
- D. Insert, assemble, and package the renewal notices, and remittance envelope into the carrier envelope for mailing including any public information flyers that the Tax Collectors requires for specified periods of time.

- E. Insert, assemble and package the renewal notice, informational material, and return envelope into the carrier envelope for delivery by the U.S. Postal Service, in accordance with the U.S. Postal Service regulations at the volume discounts for at least a 3-digit zip code sort.
- F. Have the capability to utilize the National Change of Address (NCOA) address hygiene,(or any future address hygiene required by the Post Office to guarantee lowest rates) and the ability to modify the mailing address on the renewal notice to reflect the current USPS address.
- G. Have the capability to correctly insert six (6) variable numbers of applications in the same envelope to result in the lowest possible postage costs. This may include mailing as many as four renewals to a common address in the same envelope.
- H. Perform at the specified level of timeliness, reliability, security, and accuracy without any disruption or delay of the remittance processes.
- I. Receive the production file monthly as well as updated message tables for the renewals. Process flow is from the FHSMV to the Contractor.
- J. Be authorized by FHSMV to handle/manipulate the data and shall be well versed and experienced doing this because of the importance of this mail out to 1.8 million MiamiDade County vehicle, vessel and mobile home owners.
- K. Combine inserting & sorting fee as and when require by the Tax Collector for limited mailing periods upon request.

The size of the renewal notice and envelopes are as follows:

- a) Renewal Notice with address and logo print in colors: blue, green and black in size: 8.5 x 11
 - b) Outgoing Window Envelope No. 10 with address and logo print in colors: blue, green and black in size: 9 7/8"L x 4 1/8"H
 - c) Return Envelope No.9 with address and logo print in colors: blue, green and black in size: 8 13/16"L x 3 14/16"H
- L. Contact FHSMV for clarification on the pre-formatted print files and document composition services. FHSMV provides all mail out information.

2.3 COUNTY'S RESPONSIBILITY

The County will deposit monies in a United States Postal Service (USPS) permit account in order to fund future monthly mail-outs as required. The monthly postage fund balance on the report shall note the total postage used and the total number of items mailed.

The County will transfer sufficient funds payable to the Contractor designated United States Postal Service "Post Master", for the postage costs to mail the Miami Dade County motor vehicle registration renewal packages.

Miami-Dade County will use their USPS permit number. The County will send a check to the US Post Office to pay for the postage costs that the Contractor will mail out. The rate per item is agreed between the awarded bidder and USPS, not Miami-Dade County. There is not an exception permitted to this stated process.